# Improving Access to CalFresh

## SSAB
### February 9, 2012

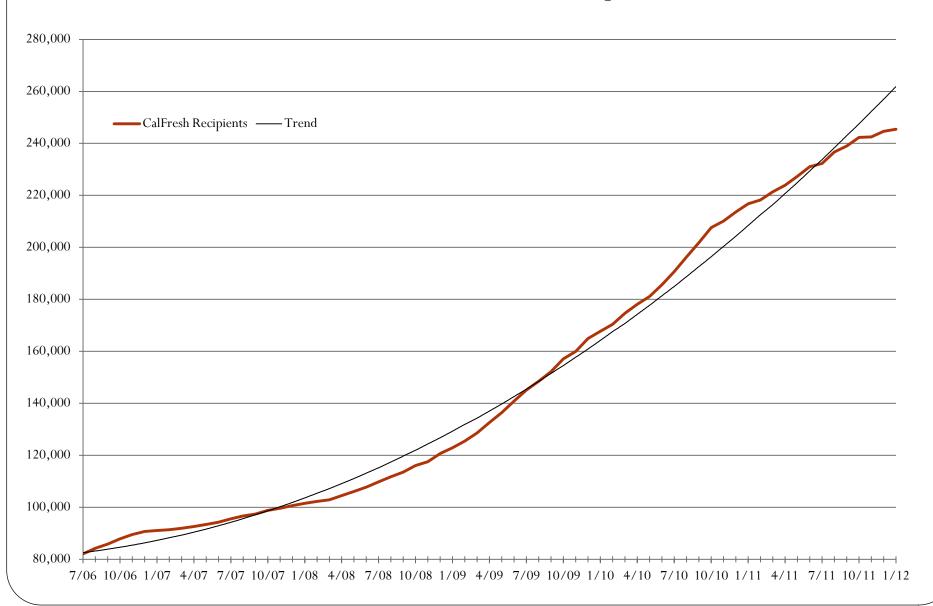# Where we started

- SNAP Work Group report received
- Board of Supervisor direction given to assess feasibility
- Staff analysis conducted:
  - In Place, In Progress or Feasible-54
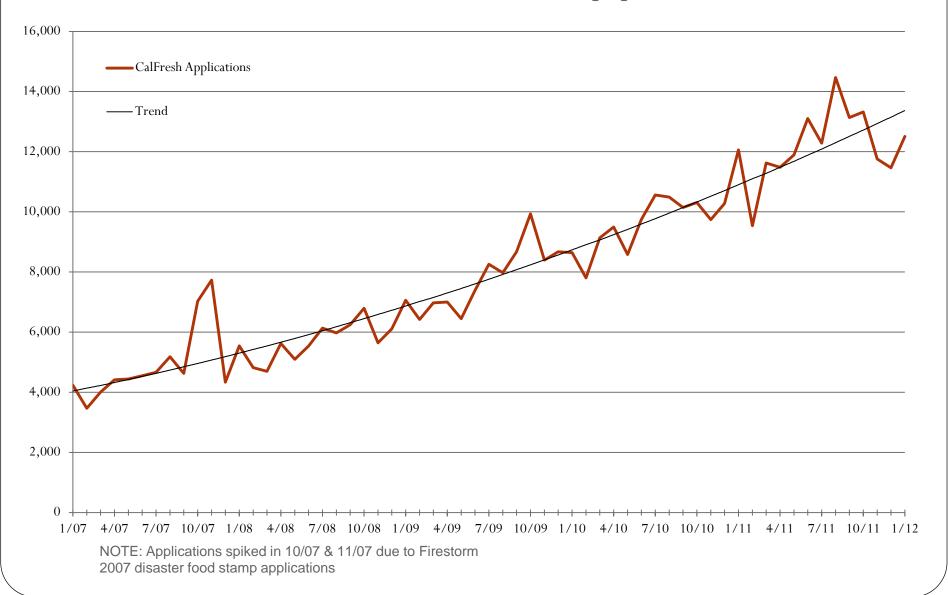  - Partially feasible-4
  - Further study needed-10
  - Not feasible-1
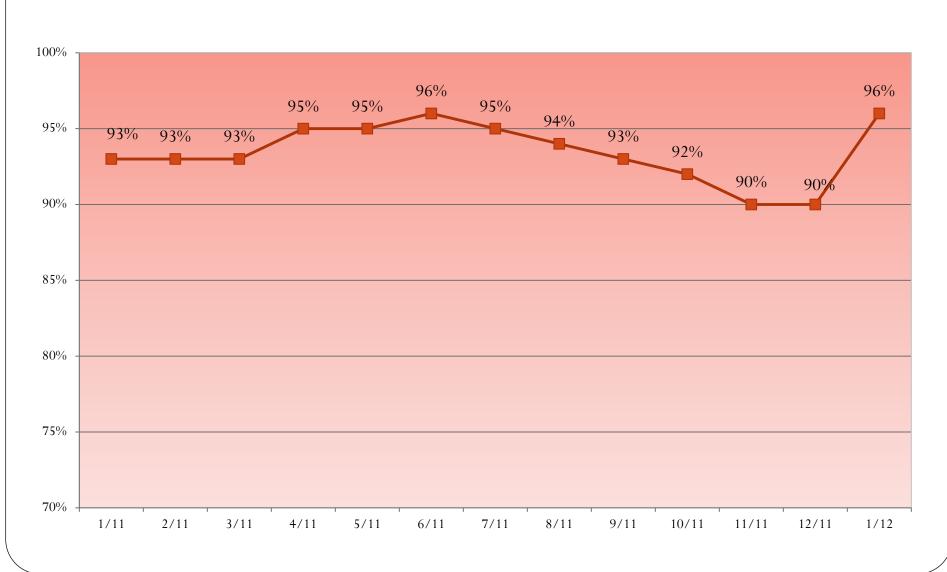
# Where we are today

- Increases in enrollment

# CalFresh Participation

# Trend in CalFresh Applications



NOTE: Applications spiked in 10/07 & 11/07 due to Firestorm
2007 disaster food stamp applications

# Timely Processing-CalFresh Applications

# Where We Are Today

- Key strategies are underway
  - Customer Service
  - Employee Engagement
  - Process Improvement
  - Policies and Procedures
  - Quality Assurance
  - Technology

# Customer Service

- Vision and Mission: *LiveWell, San Diego!*

- FRC Beautification

- Complaint Process

- Language Access

- Internal Advocates

# Customer Service (Continued)

- Outreach and Enrollment: Nutrition Security Plan
- Video Interviewing
- Mobile Enrollment
- Media Outreach
- Nutrition Education

# Employee Engagement

- Vision and Mission: *LiveWell, San Diego!*

- Employee Training

- Performance Management

- Lean Six Sigma

# Process Improvement

- Mail Imaging Center
- InTelegy Assessment
- Inter County Transfers

# **Policies and Procedures**

- CalFresh Program Guide Overhaul
  - Legal Aid Society Assistance
  - Special Notices Eliminated
- Desk Aids Developed or Revised
- Chapter Added in CFPG for All Forms, Notices, Desk Aids, and Reminders
  - *The Chronicle Express*

# Quality Assurance

- Partners as a Form of Quality Control
- Office of Eligibility Improvement (OEI)
- Supervisory Case Reviews
- Corrective Action Supervisors

# Quality Assurance (Continued)

- Plan to Process CalFresh Applications Timely
- Performance Data Available Online

  **http://www.sdcounty.ca.gov/hhsa/programs/ssp/**ssp_progtrend.html
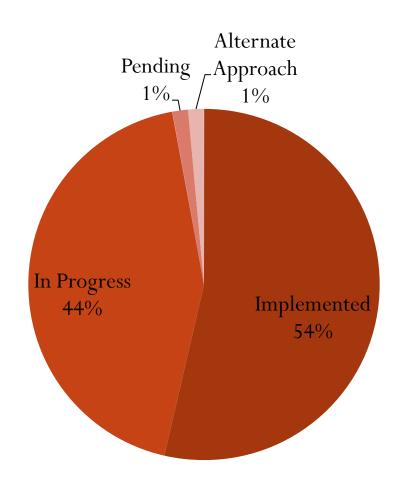
- ACCESS Reports

# Technology

- Benefits CalWIN

- ACCESS Self-Service Enhancements

- SNAP Participation Grant for Technology Solutions

  - Automated task tracking system

  - Imaging at the point of entry

  - Automatic loading of eligibility documents into tracking system

  - Online portal for clients/authorized representatives to track case status

# 69 Recommendations Status

- Definition of progress stages:
  - Implemented
  - In Progress
  - Pending
  - Alternate Approach

# 69 Recommendations Status

# Next Steps

- Full report will be given to the Board in March

- Results will be presented at next SSAB Meeting

# Questions and Discussion

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CalWORKs, CalFresh & Child Care